



Job Description

Job Title:	Box Office Assistant
Reports to:	Venue Manager
Job Level:	FC03
Responsible For:	No supervisory responsibility
Job Purpose:	To be part of the frontline team delivering a high level of customer service for our box office, covering a wide range of multi-purpose venues. As part of the box office team the role undertakes duties including ticketing, cash handling, room and event enquiries, bookings administration and customer information service.
Key Tasks & Responsibilities:	<ul style="list-style-type: none">• Operate a terminal within the venue box office for the purpose of taking over the counter, telephone and postal bookings for events• Act as the main information and reception point for the venue, ensuring the box office provides a high level of information service to internal and external customers both during and out with box office opening times• Deal courteously and efficiently with the public in person or by telephone at all times in accordance with agreed customer care policies and procedures• Maintain a thorough and up-to-date knowledge of productions and events at all OnFife venues• Facilitate in the enquiry / booking processes for new and existing hirers within the venues• Contribute to the administration of the box office, ensuring information is up-to-date and well organised• Support the administrative needs of the venue, under instruction from the Venue Manager• Be responsible for all floats and cash, card and cheque transactions made by the box office whilst on shift• Ensure that all box office income is reconciled and banked according to procedures• Ensure the security of terminals at all times by safeguarding passwords, access keys and following lock-down procedures• Be responsible for operating all procedures as laid down in the operation of the booking terminal systems• Ensure familiarity of all OnFife events, venue layouts and seating plans• Adding and updating of the database with customer's details as appropriate• Be accountable to the Venue Manager for the effective delivery of box office / reception functions at base• Work collaboratively with colleagues in OnFife departments and external partners
Working Conditions:	This post will be based at Adam Smith Theatre.

Flexible working

You may be required to work at any other place of work within Fife, as reasonably required by OnFife.

Flexibility is required and access to transport is necessary, as there will be travel throughout the region

Weekend and evening work form a necessary part of the working week, for which enhanced premiums are paid.

Other Duties:

The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile.

The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not therefore justify reconsidering the grade for the job. Such variations would be reflected in an updated job profile.

Person Specification

Box Office Assistant

Attributes	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> • Experience of working in a busy customer service environment • Experience of working with the public • Previous experience of cash handling and reconciliation procedures 	<ul style="list-style-type: none"> • Previous box office experience • Previous reception experience • Experience of delivering a high level of customer service 	Application Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> • Educated to SCQF level 4, which includes National 4 or Standard Grades (level 3 or above) in English and Maths/ core skills 		Application Interview
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> • Excellent customer service skills and the ability to engage with a diverse range of customers • Excellent computer skills, including a good understanding of MS Word, Excel and Outlook • Good communication skills – written and oral • Administrative competence and organisation skills • Numerical skills • Initiative taking Skills • Ability to work flexibly in evenings and on weekends 	<ul style="list-style-type: none"> • Previous experience of operating box office software systems 	Application Interview
Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Excellent verbal and non-verbal communication skills • Attention to detail • Self-motivated • Customer focused • Helpful, friendly and approachable • Flexible attitude • Able to work without direct supervision • Confident and comfortable dealing with diverse range of customers • Positive attitude 		Application Interview